

11/19/93

SUBJ: HANDLING OF AIRCRAFT NOISE COMPLAINTS

1. PURPOSE. This order describes the Northwest Mountain Region policy and procedures for handling aircraft noise complaints.
2. DISTRIBUTION. This order is distributed to branch level in Regional Headquarters and to all field offices and facilities within the region.
3. CANCELLATION. Order NM 1050.2B dated August 25, 1982, is cancelled.
4. BACKGROUND. The Department of Transportation/Federal Aviation Administration (FAA) Noise Abatement Policy was issued in 1976. This policy specifically involves three FAA program areas: Air Traffic, Flight Standards, and Airports. It also addresses the shared responsibilities of the Federal Government, local governments, industry, and private citizens. The Aviation Safety and Noise Abatement Act of 1979 provides assistance to airport operators to prepare and carry out compatibility programs. Through provisions of the National Environmental Policy Act (NEPA), the Noise Control Act of 1972, and other specific agency mandates, Federal agencies other than FAA may also have some involvement in aircraft noise controls in communities.
5. OFFICE of PRINCIPAL INTEREST (OPI). Each of the program areas maintains expertise and specific procedural guidance in a given noise-related realm and should act as OPI for responding to citizen complaints. When complaints are received requiring follow-up that the contacted office cannot provide, the matter should be referred to the appropriate office, in accordance with the following:
 - a. Military. When the noise source is said to be military aircraft, contact the nearest base/installation Public Affairs Office. The Regional Military Representatives can also be contacted for additional guidance.
 - b. Airport Authority's Noise Office. When the noise source is reported to be operating on/to/from an airport with an established noise office.
 - c. Flight Standards District Office. When the noise source is said to be, or appears to be:
 - (1) Uncontrolled civil aircraft (e.g., aircraft not operating in the vicinity of an airport with a control tower), or
 - (2) A by-product of reckless flying or dangerously low aircraft operations.

d. Airports District Office. If it is reported/determined that the noise source is on the airport.

e. Air Traffic Control Facility. When the noise source is said to be, or appears to be:

- (1) Civil turbojet (transport) aircraft, or
- (2) Aircraft operating in the patterns of a controlled airport, or
- (3) Unknown.

6. PROCEDURES. All facilities and offices in the Northwest Mountain Region, that receive noise complaints, shall handle them as follows:

a. Telephone complaints.

(1) Shall be responded to tactfully and professionally. Do not speculate with complainants over responsibility for disturbances or damage. There should be no implication that specific aircraft or organizations are involved.

(2) If the noise complaint is alleged to be the result of reckless flying or dangerously low operations, details of the event and caller's name, address, and telephone number should be forwarded to the local Flight Standards District Office.

(3) Each facility and office shall maintain a file of aircraft noise complaints on NM Form 1050-1. This form is designed to be locally reproduced (Appendix 1 form and Appendix 2 example).

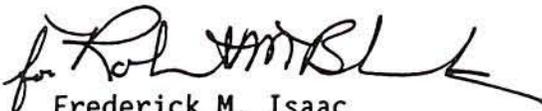
(4) If the complainant requests further information or followup that cannot be answered by the receiving facility/office, refer the matter to the appropriate OPI for response.

b. Written complaints.

(1) Complaints from private citizens can be answered locally.

(2) Complaints from governmental bodies will be answered by the regional office.

(3) Written noise complaints which are not addressed to the appropriate offices as defined in this order, should be forwarded to the appropriate OPI without delay.



Frederick M. Isaac
Regional Administrator
Northwest Mountain Region

AIRCRAFT NOISE COMPLAINT FORM (BE POLITE)

1. Where _____
Identify location by address and intersection of roads/streets

2. When _____
Identify specific time or indicate period of day

3. Who is the complainant? _____
Name/Occupation

4. Phone Number _____

5. Did noise occur at home, business, or _____
circle or fill in

6. Was the aircraft involved identifiable?

a. By Ownership _____
Indicate Airline, Corporation

b. By Color _____
White/Red, Red/White, etc.; Show primary color first

c. Airline, Military, or Private: (underline one)

d. By number _____

7. Did caller say aircraft flown recklessly or dangerously low or _____
circle or fill in

8. Was the noise the result of using an airport? Yes _____ No _____

a. Which airport _____

b. Runway or direction of traffic flow _____

9. Office receiving call _____

10. Date/Time of call _____

FORM DISTRIBUTION:

— One copy retained

— One copy to OPI: _____ (If appropriate)

AIRCRAFT NOISE COMPLAINT FORM (BE POLITE)

1. Where Seattle (Capitol Hill) Broadway & Union
Identify location by address and intersection of roads/streets

2. When 1130 JULY 4, 1992
Identify specific time or indicate period of day

3. Who is the complainant? Silas Bulfone
Name/Occupation

4. Phone Number (206) 555-1212

5. Did noise occur at home, business, or Home
circle or fill in

6. Was the aircraft involved identifiable?

a. By Ownership Northwest Jet
Indicate Airline, Corporation

b. By Color White/Red, Red/White, etc.; Show primary color first

c. Airline, Military, or Private: (underline one)

d. By number _____

7. Did caller say aircraft flown recklessly or dangerously low or
No
circle or fill in

8. Was the noise the result of using an airport? Yes X No _____

a. Which airport Sea-Tac

b. Runway or direction of traffic flow RWY 16 (Landing)

9. Office receiving call _____ ROC

10. Date/Time of call July 4, 1993/1205

FORM DISTRIBUTION:

 One copy retained

X One copy to OPI: SEA ATCT (If appropriate)